

Customer Focus

The customer is at the forefront of what we do at Ex-Im Bank. For us, “Government at the Speed of Business” is more than a slogan – It’s a guiding principle.

Ex-Im Bank developed Total Enterprise Modernization (TEM), an initiative to modernize systems infrastructures, update business processes and engage with customers in new and improved ways. The Bank is streamlining processes and concentrating on providing outstanding customer service and efficient turnaround of transactions.

For example, Ex-Im Bank set an ambitious goal to complete 80 percent of its new transactions within 30 days. In FY 2013, we processed 89 percent of new transactions within 30 days and 98 percent within 100 days.

Between FY 2009 and FY 2013, a period in which the Bank saw a 34 percent increase in the number of new authorizations (not including renewals), the number of days needed to reach an authorization decision was reduced by more than 53 percent from an average of 32 days in FY 2009 to an average of 15 days in FY 2013. The time required to process long-term transactions dropped by more than 46 percent, from an average of 163 days in FY 2009 to an average of 88 days in FY 2013.

IN THE FIVE-YEAR PERIOD BETWEEN FY 2009 AND FY 2013, THE NUMBER OF DAYS NEEDED TO REACH AN AUTHORIZATION DECISION WAS REDUCED BY MORE THAN 53 PERCENT.

UPDATE ON PRODUCTS/IMPROVEMENTS:

- Express Insurance helps small businesses compete with global suppliers, enter new markets, add foreign buyers and improve cash flow while extending attractive payment terms. It is a popular tool for small businesses, many of which are micro-sized or new-to-exporting. For eligible applicants that provide complete applications, the approval rate is 90 percent. The Bank issued 711 Express Insurance policies that were operative at the end of FY 2013, with a risk portfolio totaling \$320.4 million.
- Global Credit Express (GCE) is a direct-lending pilot program launched in FY 2012 offering small-business loans of up to \$500,000. Under GCE, Ex-Im Bank provides liquidity to eligible small businesses through direct loans that otherwise would be unavailable. In FY 2013, 42 GCE loans were processed. The product was modified in September 2013 based on feedback from originating partner banks, and applications have increased.
- Process Streamlining – Through analysis of transportation and structured- and project-finance processes, Ex-Im staff identified ways to reduce cumbersome tasks and paper work, and implement technology to streamline applications. TEM projects in FY 2014 include introducing “Smart Forms” and a new financial-management system.
- Upgrading Technology – Through the Web site, www.exim.gov, the Bank provides customers with an online application process (Exim Online) and information regarding Ex-Im webinars, online registration for Bank events, regional offices and other contacts. In October 2013, the Exim Online server was upgraded, improving system responsiveness by 15 percent.